



# California Housing Finance Agency

## Job Opportunity

### Information Systems Technician Vacancy #428

Salary Range	\$2,480 – \$3,849 per month
Final File Date	September 3, 2013
Division	Information Technology, Security Administration & Workstation Support Team
Specific Location	500 Capitol Mall, Downtown Sacramento
Tenure & Time base	Permanent - Intermittent
Number of Positions	One
Questions?	<p>Contact Tanishia Hodge at (916) 326-8020 or <a href="mailto:THodge@CalHFA.ca.gov">THodge@CalHFA.ca.gov</a> with questions. <b>Please DO NOT e-mail your application or resume. Applications sent via e-mail will NOT be accepted.</b> California Relay Telephone Service for the Deaf or Hearing Impaired - from TDD phones: 800-735 2929 or from voice phones: 800-735-2922.</p>
Eligibility	<p><b>State Employees:</b> Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list.</p> <p><b>Non-State Employees:</b> To be considered for this vacancy, you must have established eligibility. Eligibility is established by competing successfully in an appropriate exam. Often, exams are not offered at the same time as job opportunities. Your first step in getting a job with the State will be to establish list eligibility by competing in an exam. We post our exams on our website's exam page at <a href="http://www.calhfa.ca.gov/about/employment/exams.htm">http://www.calhfa.ca.gov/about/employment/exams.htm</a> and on the State Personnel Board's website at <a href="https://forms.spb.ca.gov/bulletins/">https://forms.spb.ca.gov/bulletins/</a>.</p> <p>To learn more about exams, how to get a job with the State, and the State's hiring process in general, visit the State Personnel Board's website at <a href="http://jobs.ca.gov/GeneralInfo/FAQ">http://jobs.ca.gov/GeneralInfo/FAQ</a>.</p> <p><b>STATE YOUR ELIGIBILITY FOR THIS VACANCY IN THE "EXPLANATIONS" BOX OF YOUR APPLICATION – YOUR APPLICATION MATERIAL MAY NOT BE CONSIDERED WITHOUT THIS INFORMATION.</b></p> <p><b>RESUMES SUBMITTED ALONE (WITHOUT AN APPLICATION) WILL NOT BE ACCEPTED. A STANDARD STATE APPLICATION (STD. 678) IS REQUIRED. A RESUME SUBMITTED IN ADDITION TO AN APPLICATION IS ACCEPTABLE.</b></p> <p>SROA/Surplus/Reemployment status applicants should attach proof of this status to the application.</p>
How to Apply	<p>A separate application is required for each of our vacancies. Applications submitted for multiple vacancies will only be considered for the first vacancy listed on the application. The HR Office will not make copies of applications.</p> <p><b>Please DO NOT e-mail your application or resume. E-mailed applications will NOT be accepted.</b></p> <p>Submit a standard State application form (STD. 678) to:</p> <p><b>California Housing Finance Agency P.O. Box 4034, MS 1410 Human Resources Office Attention: Tanishia Hodge Sacramento, CA 95812-4034</b></p> <p>Applications are available at the State Personnel Board's web site at <a href="http://jobs.ca.gov/Profile/StateApplication">http://jobs.ca.gov/Profile/StateApplication</a>.</p> <p><b>SPECIFY ON YOUR APPLICATION THAT YOU ARE INTERESTED IN VACANCY #428, INFORMATION SYSTEMS TECHNICIAN (PERM/INT).</b></p>
Duties	<p>Under the close supervision of the Data Processing Manager II, the incumbent will respond to California Housing Finance Agency (CalHFA) staff requests for IT-related assistance and support. This position is in the Workstation Support and Security Section of IT, and interacts with CalHFA staff as well as external stakeholders, requiring tact and a professional demeanor while exhibiting excellent customer service skills.</p> <p>The incumbent will work in the Workstation Support and Security Section of IT. The incumbent must possess basic knowledge of personal computer systems, a degree of personal communication skills and a degree of initiative to undertake and complete assigned projects.</p> <p>Desirable qualifications include excellent customer service skills, strong</p>

<p><i>Equal Opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.</i></p> <p><i>It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.</i></p>	<p>communication and interpersonal skills, ability to communicate effectively, good writing skills, ability to work in a team-oriented environment, attention to detail, problem solving skills, good organizational skills, and experience in Microsoft Word, Excel, Outlook, and PowerPoint.</p> <p><u>Essential Functions:</u></p> <p>60% Desktop and Software Support - Answers IT support help desk requests for assistance and either resolves the issue or forwards the issue on for resolution; Provides assistance regarding basic Microsoft Word, Excel, Outlook and PowerPoint; Attends to IT Help Desk emails by creating Help Desk tickets in the in-house ticketing systems; Provides entry level technical analysis to all calls made to the IT Help Desk from CalHFA staff, board members, clients or vendors to determine problems; Provides basic troubleshooting assistance through telephone, email, remote desktop, Remote Control (SCCM 2013) or in person; Escalates unresolved Tier 1 tickets to different Tiers based on issue severity; Monitors all open or pending tickets and contacts assigned staff for updates; Respond and assist with video conferencing equipment; Provides software support including installation, upgrades, maintenance and imaging.</p> <p>30% Procedural Management and Special Projects - Documents completed tasks of various assigned projects using CalHFA standard procedural template; Updates and maintains current IT Help Desk procedures; Helps in maintaining the inventory control and licensing datasheet in Excel; Assists the Technical Support Services team on critical SharePoint related assignments such as deployment, testing and training; Provides assistance to the ISO with various tasks in preparing for the Annual Information Security Training; Helps in maintaining and updating new, separating and relocating employee IT setup instructions; Researches new technologies; Reviews and streamlines existing processes.</p> <p><u>Marginal Functions:</u></p> <p>10% Actively participate as an IT team member. Stays current on emerging technology issues. Other duties and projects as assigned.</p>
8/23/2013	